



LOTUSDEW SECURITIES PVT. LTD.

Registered Address: Cabin #5, 4thFloor, 1A&1B Jyoti Imperial, Gachibowli Rd, Lumbini Avenue,
Gachibowli, Telangana, India - 500032

CIN: U67100TG2021PTC151646 Email Id: abhishek.banerjee@airalgo.com

Contact no: +91 7731082221 Website: www.airalgo.com

Escalation Matrix				
Details Of	Contact Person	Address	Contact No	Email ID
Customer Care	Akshat Mehrotra	Cabin # 5, 4th floor, Jyoti Imperial, Gachibowli Rd., Lumbini Avenue, Gachibowli, Hyderabad, Telangana 500032	9889421839	akshat.mehrotra@lotusdew.in
Head Of Customer Care	Abhishek Banerjee	Cabin # 5, 4th floor, Jyoti Imperial, Gachibowli Rd., Lumbini Avenue, Gachibowli, Hyderabad, Telangana 500032	7731082221	abhishek.banerjee@airalgo.com
Compliance Officer	Ravinder Reddy Pullaka	Cabin # 5, 4th floor, Jyoti Imperial, Gachibowli Rd., Lumbini Avenue, Gachibowli, Hyderabad, Telangana 500032	9951249251	ravinder.reddy@lotusdew.in
CEO	Mr. Abhishek Banerjee	Cabin # 5, 4th floor, Jyoti Imperial, Gachibowli Rd., Lumbini Avenue, Gachibowli, Hyderabad, Telangana 500032	7731082221	abhishek.banerjee@airalgo.com

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.sebi.gov.in/>
- Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Account opening

Step 1: Download the trading account opening form and fill in the details along with the supporting documents (as instructed in the form) - (Click here to [Download the form](#)) .

Step 2: Fill the form with all the required information and signatures.

Step 3: Send us the physical set at the registered address: Cabin #5, 4thFloor, 1A&1B Jyoti Imperial, Gachibowli Rd, Lumbini Avenue, Gachibowli, Telangana, India - 500032. Step 4: Once the trading account is open, we will assist you with the demat account opening with our DP.

Or

To open account digitally (Click here to <https://onboarding.airalgo.com/>)



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Procedure for filing a complaint

Step 1: If you have any complaints or queries with respect to our services, you can email the same to the email address mentioned in the escalation matrix given above in point no (ii) or you can write to investor.relations@airalgo.com along with the screenshots if applicable.

Step 2: Once the complaint is received at our end, a ticket number shall be generated that shall act as a reference number for you to track the status of the complaint. This ticket number can be used by you over mails or calls for tracking your complaint.

Disclaimer

For any complaints pertaining to securities broking please write to investor.relations@airalgo.com. Please ensure you carefully read the Risk Disclosure Document as prescribed by SEBI.

Procedure to file a complaint on SEBI SCORES: Register on SCORES portal. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID. Benefits: Effective

Communication, Speedy redressal of the grievances.

Investments in securities market are subject to market risks; read all the related documents carefully before investing. Investors are requested to note that Lotusdew Securities Private Limited is permitted to receive money from investor through designated bank accounts only named as Up streaming Client Nodal Bank Account (USCNBA). Lotusdew Securities Private Limited is also required to disclose these USCNB accounts to Stock Exchange. Hence, you are requested to use following USCNB accounts only for the purpose of dealings in your trading account with us. The details of these USCNB accounts are also displayed by Stock Exchanges on their website under "Know/ Locate your Stock Broker."

Please use this account for transferring funds for the purpose of trading: Account name: Lotusdew Securities Private Limited; A/C No.: 004005027123; IFSC Code: ICIC0000040.

Proprietary trading disclosure: Pursuant to SEBI Circular Number SEBI/MRD/SEC/Cir-42/2003 dated November 19, 2003, Lotusdew Securities Private Limited discloses to its clients about its policies on proprietary trades. Lotusdew Securities Private Limited does proprietary trading in the cash and derivatives segment at NSE.

Risk disclosures on derivatives -

9 out of 10 individual traders in equity Futures and Options Segment, incurred net losses. On an average, loss makers registered net trading loss close to ₹ 50,000

Over and above the net trading losses incurred, loss makers expended an additional 28% of net trading losses as transaction costs. Those making net trading profits, incurred between 15% to 50% of such profits as transaction cost.